



Digital & Technology Consultant of the Year

Maria Kordoni, Arup

Have you felt or feared that frustration when, for whatever reason, your bag doesn't arrive at the same destination as you? Maria is a passionate and driven technology consultant working with Heathrow to prevent this, and fulfill their vision of 'every passenger, every bag, every time'.

She is currently working with 1000 stakeholders to migrate Heathrow's siloed baggage reporting systems into one single source of truth, to track any bag at any time. Planned for commissioning within a year, this step change will help realise significant savings and further enhance passengers' satisfaction. Maria has worked repeatedly with Heathrow over the past nine years; a testament to the quality she brings and the relationship she builds. She project managed the baggage integration testing for the new 2.5bn Queen's Terminal, including trials of 4,800 bags, equivalent to ten full Boeing 747's; a vital part of its seamless opening. Developing 12m of business cases for improvement in their baggage IT capabilities, Maria is helping Heathrow maintain their best major airport in Europe title. Her ability to drive projects, no matter what challenges occur along the way, is highly valued by her client:

"Her role in ensuring quality has prevented several projects from failing. She has been exemplary in looking forward to ensure a clear path to enable my projects to deliver the planned outcomes; she has held the vision whilst adapting the route to delivery."